IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: **M01**

# Anti-Social Behaviour Officer

**Main Purpose of Job**

To effectively manage, as part of a team, a caseload of Housing's anti-social behaviour (ASB), nuisance, hate crime and other related tenancy issues to a satisfactory conclusion. To support the manager in the development of the service

**Main Duties**

1. To appropriately manage your caseload of ASB and related cases in line with processes, procedures, law and best practice. Deciding on the best course of action and leading on these cases.

2. To act as Housing's lead officer for Hate Crime cases in line with processes, procedures, law and best practice.

3. To provide advice and guidance on ASB and related cases to various audiences. Inc. Housing Officers, Tenants, other departments and outside agencies

4. To provide support for victims and others involved in Housing related ASB. Inc. HO's witnesses etc.

5. To support the manager in the development of the service.

6. To produce, collate, and check witness statements and act as a professional witness as required.

7. To work with other departments and agencies as the service and needs dictate.

8. To keep up to date with relevant legislation, best practice, and guidance concerning ASB

9. To support the manager in the production of performance data for the service.

10. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed

PERSON SPECIFICATION

# Job Title: Anti-Social Behaviour Officer

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESMENT |
|---|---|---|---|
| **Qualifications** | 'A' level standard or equivalent and<br><br>3 years' experience – working in a Tenancy Management or ASB role in social housing | Housing related qualification or equivalent<br>Evidence of continuous professional development | Application |
| **Relevant experience** | Experience of working in a customer focussed environment<br><br>Experience in a similar/related field<br><br>Experience of analysing and applying appropriate procedures to provide solutions<br><br>Proven experience of analysing and applying the relevant approaches from a range of methods to address nuisance problems, neighbour disputes and anti-social behaviour<br><br>Experience of ASB case management through all stages of the process including the legal process<br><br>Understand the importance of adherence to Tenancy conditions for our tenants and demonstrate the ability to agree suitable resolutions<br><br>Active involvement in the development and implementation of service improvements. For example, projects, analysing data and trends to contribute suggestions to improve the service | Ability to represent the service at internal and external meetings as well as during a range of other consultations | Application and interview |

| | | | |
|---|---|---|---|
| | Experience of communicating often complex information in a straightforward and easily understandable manner appropriate to the ability of the recipient<br><br>Proven ability to advise, persuade and negotiate on a variety of housing related matters with tenants and other parties | | |
| **Specialist knowledge** | Evidence of IT skills, including Windows based packages<br><br>Knowledge of secure and introductory tenancies and their management<br><br>Knowledge of relevant legislation and best practice in relation to the management of ASB related cases<br><br>Knowledge of the court process in relation to ASB and tenancy related cases<br><br>Knowledge of where Social Housing and ASB management fits into the current Government agenda | Wider knowledge of Housing Law | Application and interview |
| **Personal skills** | Ability to show empathy, use persuasion, negotiation and tact in a wide range of circumstances<br><br>To be able to use own initiative in making decisions in relation to issues of managing ASB, tenancy, and estate management<br><br>Ability to work both alone and as part of a supportive team<br><br>Demonstrate effective time management and prioritisation skills<br><br>Ability to analyse and apply appropriate actions in relation to case management, law, process and procedure, and best practice | | Application, interview and testing |

| | | | |
|---|---|---|---|
| | Ability to organise workloads 4-12 weeks ahead | | |
| **Special working conditions** | Full driving licence<br>Enhanced CRB check<br>Ability to climb stairs | | Application, interview and testing |